

In re Patent Application of:

LEVINE ET AL.

Serial No. **09/656,393**

Filing Date: **September 6, 2000**

REMARKS

Claims 1-21 and 26-43 remain in this application. Claims 7, 9-12, 19-21, 32, 34-37, 42 and 46 have been previously amended. Claims 22-25 have been cancelled. Claims 1, 18, 26, and 43 have been amended.

Applicants thank the Examiner for the detailed study of the application and prior art.

Applicants note the rejection of claims 1, 2, 4-10, 12-27, 29-35 and 37-49 as anticipated by U.S. Patent No. 5,943,652 to Sisley et al. (hereinafter "Sisley") and other claims as obvious over Sisley alone or Sisley in view of U.S. Patent No. 5,873,124 to Draves.

Applicants have cancelled independent claim 22 and its dependent claims and amended the other remaining independent claims to recite further steps of creating jobs as a collection of tasks for a target that is to be scheduled and controlled by a policy as definitions, rules and business factors that control the behavior of system agents. The system agents include a planner agent that inventories items requiring work and determines tasks to schedule, the skills required to complete the tasks and material needs. A schedule agent matches skill resources to the demands of the job and creates a proposed schedule. A dispatcher agent tracks the location and status of the work force. A job state manager maintains the state of the active jobs and determines which jobs transition to new states. These system agents are

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operative with the database and rule engine over an event bus. The system agents communicate across the event bus with the database and rule engine for implementing system agent functions based on events that pass over the event bus.

Although Sisley may disclose some form and system that assigns and schedules resource requests, as shown in its FIG. 1, it uses a simple scheduler with events as part of an event queue associated with the system 12. The SMS and field events trigger assignment and scheduling activity in the Sisley system. Thus, assignment and scheduling recommendations are generated for new calls as they are received and an assignment may be readjusted. Stress values representing a degree of undesirability of a respective reassignment can also be implemented using next-level nodes.

Nowhere does Sisley disclose or suggest the target objects that correspond to facilities assets with the different attributes of each object with the tasks to be performed, and creating jobs as a collection of tasks for a target that is being scheduled and controlled by a policy as the definitions, rules and business factors that control the behavior of system agents, including the various combinations of the planner agent, schedule agent, dispatcher agent and job state manager that are operative with the database and rule engine for implementing system agent functions. Each can operate independently without the other input from different agents. This allows a more sophisticated work process.

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Although Sisley may discuss some type of artificial intelligence, it is a simple best search approach and does not use a rule engine and the different algorithms as claimed in combination with the system agents and other components and modules as claimed.

Also, the claimed invention as set forth, such as in claim 21 and independent claim 26, can use a simulator database and a simulator program to establish policy values in a simulation of the working of a system environment to determine optimum policy values for a given business. In Sisley, any type of "events" are part of a queue and not simulated as in the claimed invention.

As to Draves, it is directed to the use of virtual memory within a protected operating system kernel function by passing a virtual memory address to an executable program component, and during the access, detecting when the virtual memory address is invalid. In response, it maps the invalid virtual memory address to a scratch location in physical memory. Any handheld communication in Draves as part of the computer system does not suggest the claimed invention as now set forth in this Amendment.

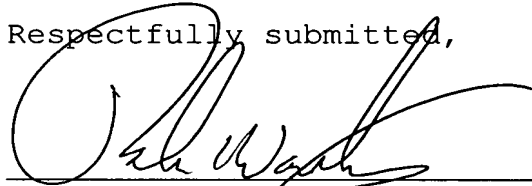
Nowhere does Sisley alone or in combination with any other cited prior art suggest any creation of jobs as a collection of tasks for a target that is to be scheduled and controlled by a policy that controls the behavior of system agents, including the planner agent, schedule agent,

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dispatcher agent, and job state manager operative over the event bus based on events as claimed in combination with the different components and functions as set forth in this Amendment.

Applicants contend that the present case is in condition for allowance and respectfully requests that the Examiner issue a Notice of Allowance and Issue Fee Due. If the Examiner has any questions or suggestions for placing this case in condition for allowance, the undersigned attorney would appreciate a telephone call.

Respectfully submitted,



RICHARD K. WARTHER
Reg. No. 32,180
Allen, Dyer, Doppelt, Milbrath
& Gilchrist, P.A.
255 S. Orange Avenue, Suite 1401
Post Office Box 3791
Orlando, Florida 32802
Phone: 407-841-2330

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I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: **MAIL STOP AMENDMENT, COMMISSIONER FOR PATENTS, P.O. BOX 1450, ALEXANDRIA, VA 22313-1450**, on this 9th day of October, 2006.

